



Installation manual Anna. In combination with the Smile T230.

Manual PW version 2.0

Hello Anna.

Before there were thermostats. Now there is Anna.
Anna works for you and does what she is supposed to do:
create a comfortable indoor environment.

This manual explains how to install Anna.

We recommend you to carefully read this manual before proceeding
the installation. Please keep the installation manual supplied with the
Anna package handy as a reference during installation.

Visit www.pluginwise.com/anna for additional tips and frequently
asked questions.

This manual is subject to change.
The website contains the most recent version of this manual.

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Use of symbols.



Warning!

Important information that you cannot ignore. Read the warning and follow the prescribed procedure to ensure Anna is properly installed.

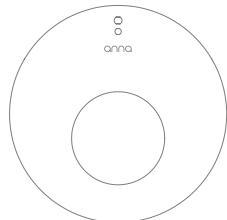


You must carry out this step to install Anna



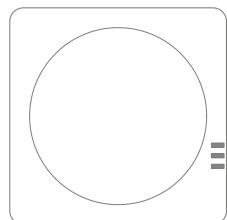
Read the tip to make the installation easier.

In the package of Anna.



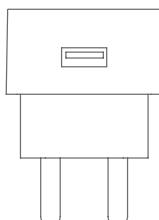
Anna.

Anna must be installed in place of your current thermostat.



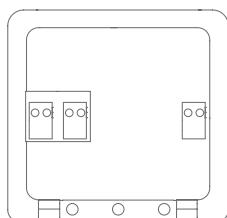
Smile T230 (230V5A).

The Smile must be placed near your boiler. It must be connected in between the boiler and Anna. The Smile ensures that the boiler's data is transmitted to your smartphone or tablet via your own network.



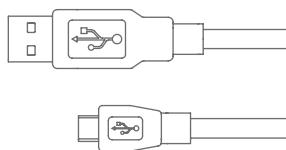
Adapter.

The adapter powers the Smile. This means that you need an additional power outlet near the boiler.



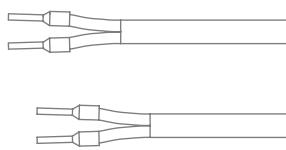
Mounting frame.

Use the wall bracket to connect the Smile to the boiler and mount the Smile on the wall.



Adapter cable.

The adapter cable connects to your adapter.



Installation cable for the boiler.

Optional:

Use the supplied installation cable to connect the Smile to the boiler.



Installation manual.

The installation manual supplied with the Anna package will help you get started with the installation.

Anna-app

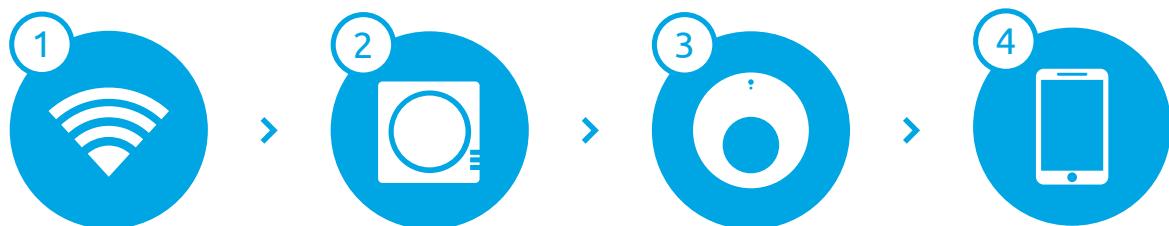
Connect your smartphone or tablet to Anna and she'll help you to save energy. With Anna, you can easily control the temperature in your home remotely, wherever you are. And the app also lets Anna know when you are at home or away. And, because Anna is so smart, she adjusts the temperature in your home to your needs. Easily set your weekly schedule. After a few weeks, select an efficiency profile to enjoy the best possible energy savings. Starting the app for the first time? Then you will be asked to enter certain data once. This enables the app and Anna to work closely together. Anna helps you to save energy without you even noticing it.



Install Anna in 4 steps.

In addition to this instruction manual, we advise you to also consult our website www.plugwise.com/anna.

Here you will find handy tips and frequently asked questions.



Connecting to network

Connecting Smile

Connecting Anna

Installing the Anna-app



General Safety Warning.

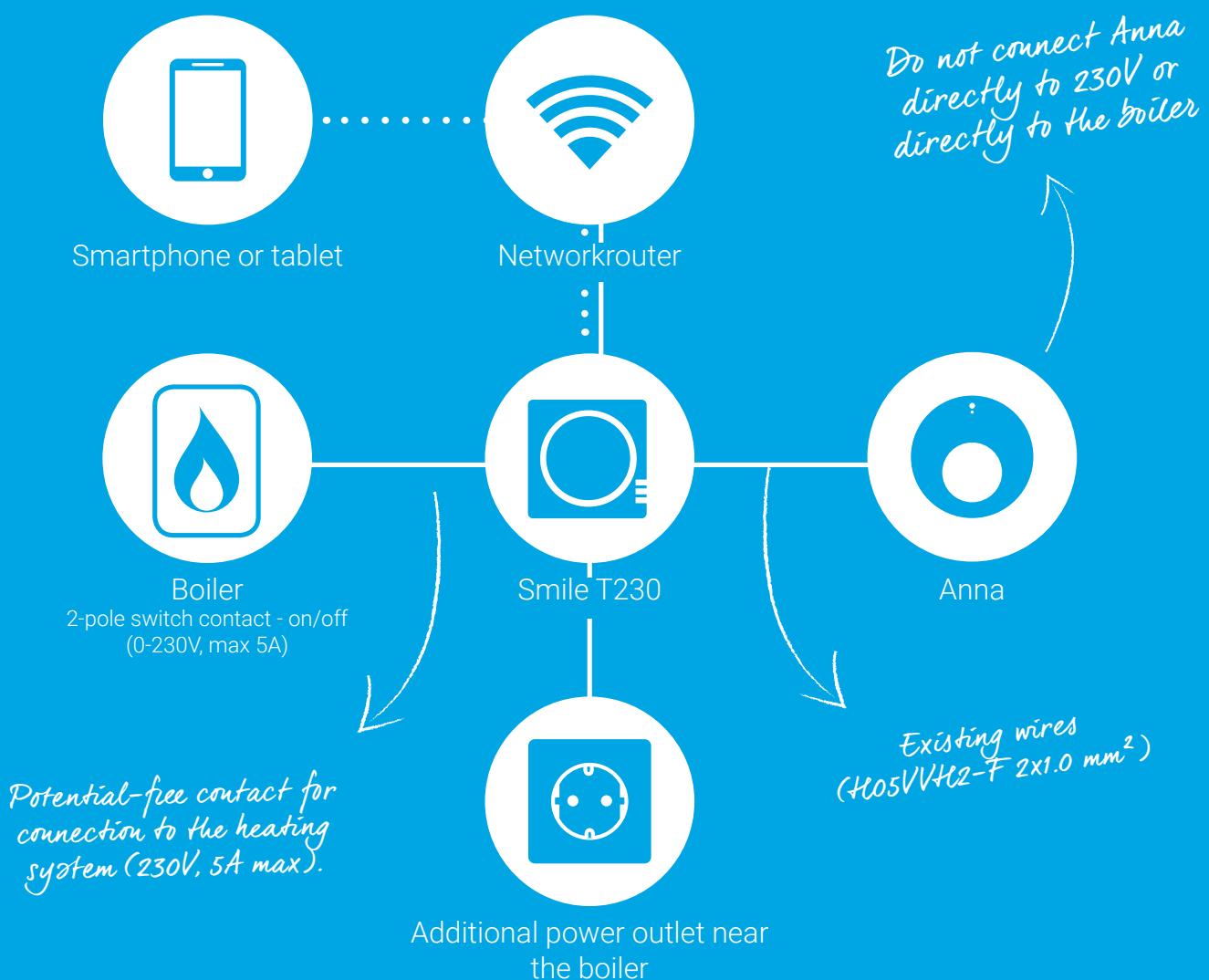
This product can be installed only by a certified installer in accordance with the local regulations. Failure to follow the installation instructions may disable the heating system or cause permanent damage to Anna or the heating system.

The installation.

The system consists of a wall-mounted Anna.
And a gateway to be connected to the boiler, the Smile.
The Smile provides for communication between Anna, the Anna app,
the Anna HTML-interface and the boiler.

Anna and the Smile must be connected to the existing wires of the
thermostat and the boiler.

You connect the Smile to your network in order to, for example,
control the temperature in your home also via the app
and the HTML-interface.



Important information!



The existing boiler wires that connect the boiler to the thermostat have to be connected to the on/ off connection (0-230V, max. 5A) of the boiler.
You can find this information in the manual of your boiler.



The boiler wires that connect the boiler to the thermostat, must at least be cable type H05VVH2-F 2x1.0 mm², cannot be longer than 50 metres and must not have a greater resistance than 5 Ohm per wire. If this is the case however, we advise you to have the wires replaced.



Check beforehand the availability and quality of the WiFi connection and check also if a free power outlet is available near the boiler.



You need a smartphone or tablet running under the Android or iOS operating system to install the app.

See www.plugwise.com/anna for the exact system requirements.



Make sure you have the password of the WiFi network to which you will connect Anna.



Pull out the plug of the boiler before you continue.



Do not connect Anna directly to 230V or directly to the boiler.
This can cause permanent damage to Anna.

Check the network coverage.

Check whether there is network range at the boiler through the cable (UTP cable). Or check your WiFi signal at the boiler.

To do this, use a smartphone or a tablet that is connected to the WiFi network to which later on the Smile will also be connected to.

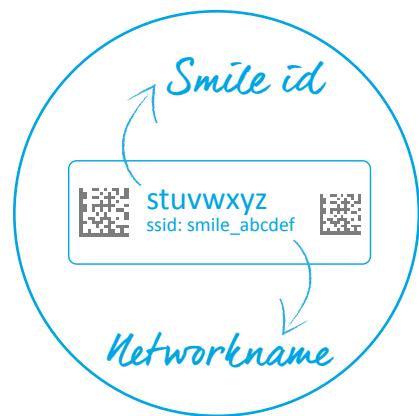
If your smartphone indicates that there is a WiFi coverage of at least two reception bars, you can assume that this is sufficient.

Take a picture of the 8-letter code on the back of the Smile.
You will need this when installing the Anna app.

Unplug the power cord of the boiler.
Now you can connect the Smile.



Unsufficient WiFi coverage near the boiler? A WiFi repeater can offer the solution here by amplifying the signal.

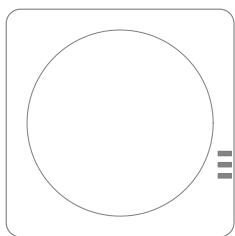




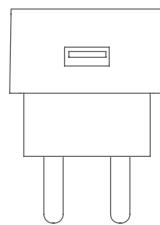
Connecting to network.

Step 1

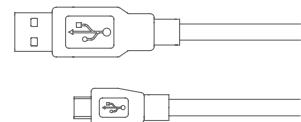
You will need:



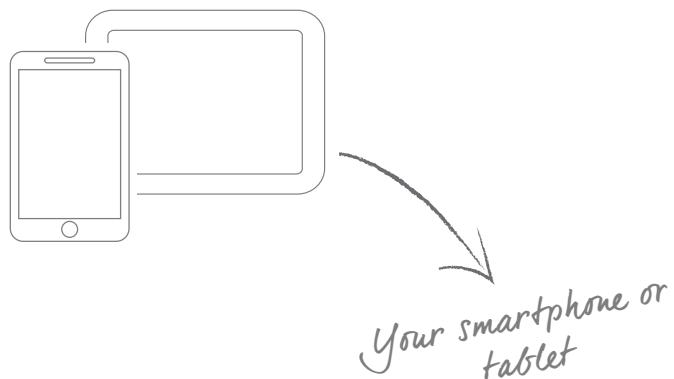
Smile T



Adapter



Adapter cable





Connecting to network.



Go to your boiler. Determine the approximate position of the Smile.



Keep the Smile ID at hand. You will need this for connection to the Smile and for installation in the app.



Connect the adapter cable to the adapter and the Smile and plug the adapter into the wall socket. Wait until the Smile has booted up: the lights "Status" and "WLAN" are blinking slowly.



Keep the password of your WiFi network at hand. This is necessary for connecting the Smile to your own WiFi network.

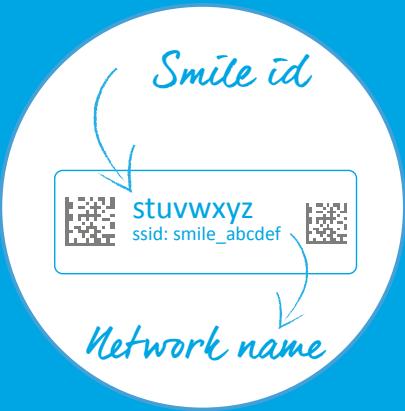


Connect the Smile to your WiFi network. Follow the steps on the next page. Do this near the boiler. This way you are sure you are within range.



WiFi.

- ✓ Connect your smartphone to the WiFi network that starts with 'smile_.'
- ✓ Enter the Smile ID as your password.
- ✓ Go to <http://192.168.40.40> in the web browser.
The page "Settings" > "Network settings" will appear automatically.
- ✓ Press "Scan" and select your own WiFi network.
- ✓ Enter the password of your own WiFi network and save the settings.
- ✓ Please make sure that you reconnect your smartphone or tablet to the WiFi network to which you just set the Smile.



→ Does your WiFi router have a WPS-button?



WiFi via WPS.

- ✓ Press the black button on the Smile for 2 seconds.
- ✓ Wait until the light "WLAN" is blinking quickly and regularly.
- ✓ Press the WPS-button on the WiFi router to connect to WiFi.

WiFi via WPS
is only supported
via a special WPS-
button on
(the webpage of)
the router

If after 2 minutes the Smile has not made a connection yet to your WiFi network, the Smile will be recalled to the starting position.



LAN.

(You need a network cable (UTP cable) for this purpose.)

- ✓ Connect the network cable (UTP cable) in between the Smile and the router before inserting the plug of the Smile into the socket.
- ✓ If there is a network connection, the 'Status' light will be lit and the 'LAN' light will blink.



If you are unable to establish a WiFi connection via WPS, connect to WiFi without making use of WPS.



To connect the Smile to a different wireless network, press the black button on the Smile for 5 seconds until the light 'Status' has blinked 5 times and the light 'WLAN' blinks rapidly, then release the button. Wait until the Smile has restarted, then connect the Smile to the (WiFi) network.



Check network installation.

Check first if you have connected the Smile to your network. To do this, use a smartphone or tablet that is connected to the network to which the Smile is also connected to.

Go to <https://anna.pluginwise.net>
Log in with your Smile ID.

You will be directed to the HTML-interface of Anna.



Having trouble via WiFi?

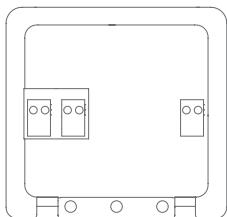
Press the black button on the Smile for 5 seconds until the light "Status" has blinked 5 times and the light "WLAN" starts to blink rapidly. (The network settings will be deleted.) Wait until the Smile has booted up, then try again to connect the Smile to your WiFi network (step 1).



Connecting the Smile.

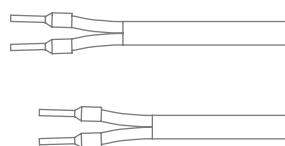
Step 2

You will need:



Mounting frame

Optional:



Installation cable for the boiler

You can use the additional
installation cables supplied
in the package in case the
thermostat wire is too short.



Connecting the Smile.



Connect the Smile only to the on/ off connection (max. 230V, 5A).



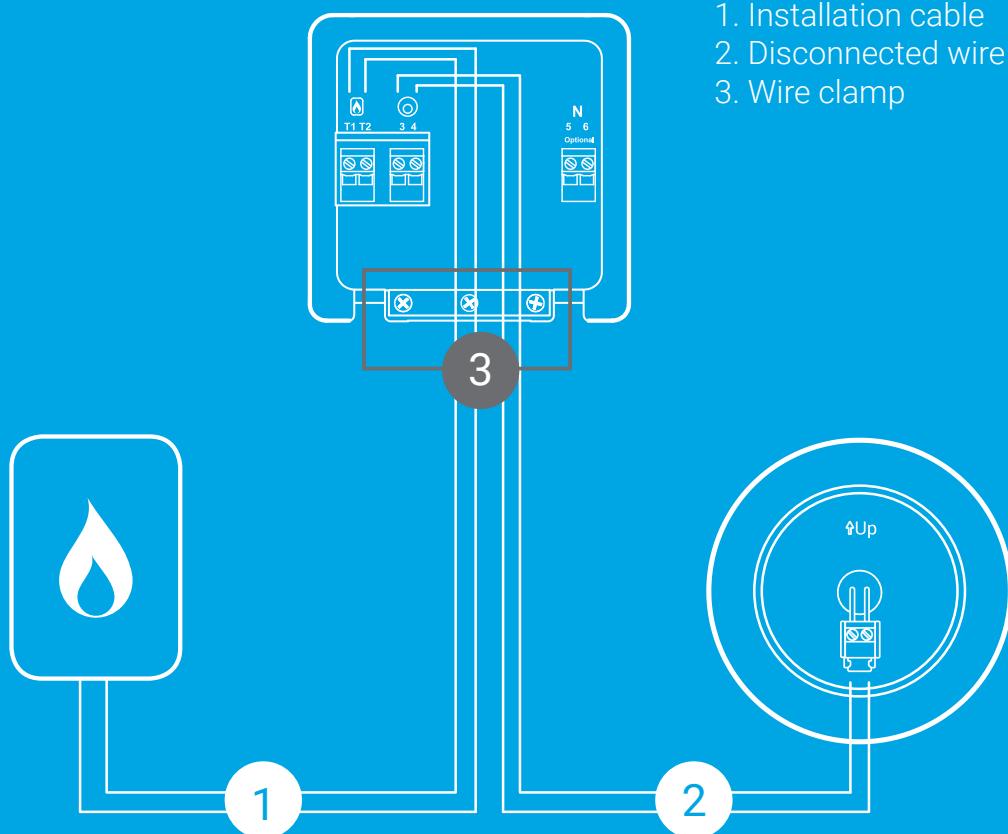
Do not connect Anna directly to the boiler! This can damage the product.



If you have a weather-dependent control unit, a floor heating module and/or an outside sensor, this should be taken into account when connecting the Smile. Consult the relevant control unit's manual for this purpose.



The boiler wires that connect the boiler to the thermostat, must at least be cable type H05VVH2-F 2x1.0 mm², cannot be longer than 50 metres and must not have a greater resistance than 5 Ohm per wire. If, this is the case however, we advise you to have the wires replaced.





Connecting the Smile.



Before connecting the Smile, you must first unplug the boiler. To do this, comply with the safety regulations.



Before proceeding with the installation, you must also unplug the Smile.



Attach the mounting frame of the Smile to the wall near the boiler. When doing so, avoid drilling into existing electrical wiring in the wall.



Please keep in mind where the Smile is going to be mounted in relation to the power outlet and the length of the wires between the boiler and the thermostat.



Near the boiler, disconnect the boiler wire between the boiler and the thermostat and connect the additional installation cable for the boiler instead. Consult the boiler's user manual for information about the boiler connection.



Unscrew the screws from the wire clamp (3) in the wall bracket. Fit the installation cable you have positioned near the boiler along the appropriate opening in the wire clamp.



Connect the other end of the cable to the connectors of the Smile mounting frame near the flame icon ([T1 and T2](#)).

Consult the boiler's manual for more information about the boiler connection and/or to find out if additional actions are required, such as the placement of resistors or cards, changing connection terminals or changing software settings.



Insert the disconnected wire (2) that runs to the thermostat in the mounting frame of the Smile. Connect the boiler wire to the connectors near the Anna icon ([3 and 4](#)). Tighten the screws on the wire clamp again.



Attach the Smile to the wall bracket by clicking the pins on the back of the Smile into the wall bracket.



Do not yet switch on the power on the Smile and the boiler after you have connected the Smile!



Connecting the Smile.

*Tip after connecting the
Smile to the boiler.*

Check first if the Smile is connected successfully to the boiler.
In order to do this, connect Anna to the Smile using the additional
installation cable.

Connect the cable at the Anna icon on the Smile. Connect the other end
of the cable to the connector on the mounting frame of Anna.
Click Anna unto the mounting frame.

Plug in the boiler and the Smile again.

Wait 5 minutes until the Smile is booted up.

If you have connected the Smile successfully, you will be able to switch
the boiler on and off.

Check whether the Smile has properly recognised the connection: log
in to Anna's HTML-interface <https://anna.plugwise.net> using the Smile
ID. Navigate via the menu to 'Status' > 'System' and look under the boiler
protocol to see whether the protocol matches the connection.



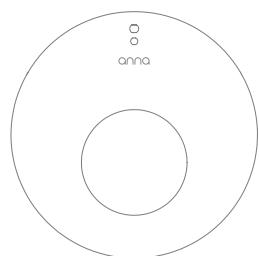
Before you continue, unplug the boiler and the Smile.
De-install Anna from the Smile.



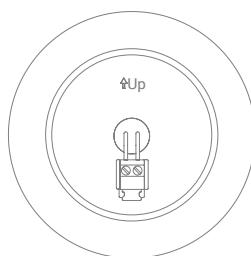
Connecting Anna.

Step 3

You will need:



Anna



*Mounting frame on the
back of Anna*



Connecting Anna.



For optimal performance you need to mount Anna at a spot where you can obtain good temperature readings:

- Mount Anna at a height of 160 cm.
- Mount Anna on an interior wall.
- Do not mount Anna in direct sunlight.
- Do not mount Anna near a source of heat or cold (e.g., a radiator or a window).
- Do not mount Anna in a draughty area.
- Do not mount Anna in a humid environment.

Sometimes it is necessary to drill a few extra holes for fastening. In this regard, please be careful not to strike the existing electrical wiring in the wall.



Remove the old thermostat. Detach the thermostat from the wall, then loosen the wires connected to the thermostat and remove the mounting frame.



Unclick the mounting frame at the back of Anna. Which side should face up is indicated on the inside of the mounting frame. Install the Anna mounting frame onto the wall.

- Mark the wall where the holes for the bracket are to be drilled.
- Drill the holes in the wall where you are going to fasten the mounting bracket.
- Place wall plugs into these holes.
- Use screws to fasten the mounting bracket onto the wall. Make sure that the wires that were connected to the thermostat stick through the opening designed for this purpose, so that later on it will be easy to connect the wires to the mounting bracket.



Place the boiler wires through the mounting frame and screw these firmly into the connector.



Connecting Anna.



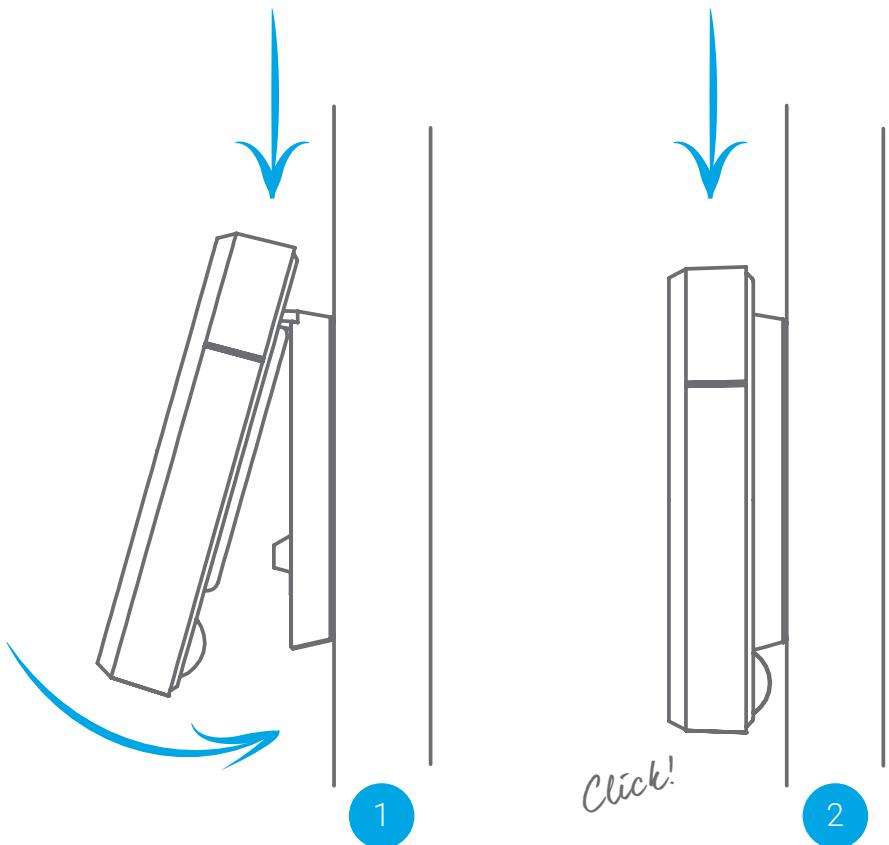
Position Anna on the mounting frame, as indicated below. Click Anna onto the hook at the top (1), and then click Anna onto the bottom as well (2).



Plug in the boiler again. Plug the Smile into the power outlet and wait until the Smile has started up.



Check if the installation has been completed successfully. The measured temperature will be displayed on Anna's screen. Turn up the room temperature with Anna by pressing the metal button on the right side in order for the heater to start warming up. Check also if the flame of the boiler has ignited.

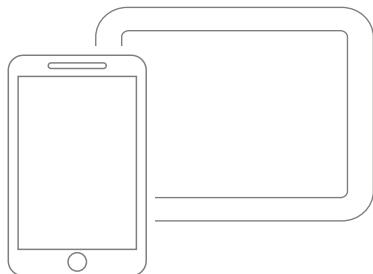




Installing the Anna-app.

Step 4

You will need:



Your smartphone or tablet



Download and install the app on your smartphone or tablet. You will find the app in the App Store or in Google Play under the name "Anna - thermostat".



Check if the installation has been completed successfully. Put the temperature lower with the app and check if the flame of the boiler goes out.



Ensure that your smartphone, tablet or computer is connected to the same network as to which you have connected the Smile. Go through the startup screens of the app. The information is used to heat your home in a smarter way.

Maintenance and updates.

Updates

Updates contain solutions to problems and may include new functionalities. It is recommended that you always install updates as quickly as possible. If this is not done automatically, you can access and install updates via the HTML-interface of Anna.

Cleaning

You can clean Anna by wiping it with a dry soft cloth.

Power failure

Following a power failure, Anna should automatically reactivate itself; Anna's clock will be synchronised, provided internet access is available.

Ventilation

Keep the ventilation openings at the back of Anna open and free from dust.

Environment.



Old electrical and electronic appliances very often contain valuable materials. Therefore, never dispose discarded appliances with normal household waste. Hand your old appliances in at the municipal collection points for electrical and electronic equipment.

Contact.



Having trouble?

Please visit our website at www.plugwise.com/anna.

Here you will find handy tips and instructions.

You can also fill in the contact form:

www.plugwise.com/technical-contact

Still having difficulties?

You can always call us on workdays

between nine (09.00h) and five (17.00h)

+31(0) 88 24 33 033.

How do I set up the help desk connection?

To be of the best possible service to you, you can temporarily use the Smile to set up a help desk connection so that Plugwise help desk staff and developers can view your environment directly together with you to determine the problem. Press six times in quick succession the black button on the Smile. This establishes a 48-hour connection. Contact the help desk in advance, so we know that you are establishing the help desk connection.



EU Declaration of Conformity

Plugwise B.V. hereby declares that this Anna is in compliance with the essential requirements and other relevant provisions of European Directives.
A copy of the EU declaration of Conformity is available at
<https://www.plugwise.com/certification-security>.

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